



July 29, 2013
Via Web Filing

Ms. Jocelyn Boyd, Chief Clerk
South Carolina Public Service Commission
101 Executive Center Dr.
Columbia, SC 29210

RE: tw telecom of south carolina llc
South Carolina PSC Tariff No. 8 – Local Exchange Services Revision

Dear Ms. Boyd:

Enclosed for filing please find the original of the above referenced tariff filing submitted on behalf of **tw telecom of south carolina llc**. The purpose of this filing is to introduce the Company's new FlexVoiceSM Service description and rates, along with miscellaneous text revisions. This revision also adds and grandfathers Converged Voice Service transport, Ethernet 1 Gbps, rates. The Company respectfully requests an effective date for this filing of August 4, 2013. No current customers will be affected by any of these changes unless they sign a new contract at which time they will be notified. This filing includes the following tariff pages:

11 th Revised Page 1	Updates Check Sheet
10 th Revised Page 2	Updates Check Sheet
11 th Revised Page 5	Updates Check Sheet
7 th Revised Page 8	Updates Table of Contents
5 th Revised Page 10	Updates Table of Contents
1 st Revised Page 22	Adds text to Payment Arrangements
2 nd Revised Pages 60, 80, 84-85	Adds text relating to FlexVoice
1 st Revised Page 104.1	Removes limitation of service
2 nd Revised Page 115.6	Adds text relating to FlexVoice
3 rd Revised Page 115.8	Adds text to include FlexVoice
2 nd Revised Page 115.9	Adds text relating to FlexVoice
1 st Revised Page 115.13	Removes limitation of service
1 st Revised Page 115.15	Adds text relating to FlexVoice, removes limitation of service
1 st Revised Page 115.16	Adds text to include FlexVoice
1 st Revised Pages 115.17 – 115.18	Removes limitation of service
6 th Revised Page 117	Adds text relating to FlexVoice
2 nd Revised Pages 147 - 148	Removes limitation of service
Original Pages 153.12-153.13	Adds FlexVoice Service and maximum rates
<u>Current Rates Appendix A</u>	
2 nd Revised Page 8	Adds text relating to FlexVoice
2 nd Revised Page 11	Removes limitation of service
4 th Revised Page 28	Removes limitation of service
2 nd Revised Page 31.1	Adds text to include FlexVoice
1 st Revised Page 33	Removes limitation of service
1 st Revised Page 34	Adds text relating to FlexVoice
1 st Revised Page 35	Adds text relating to FlexVoice, removes limitation of service
1 st Revised Pages 36-27	Removes limitation of service
1 st Revised Pages 76, 100	Grandfathers and adds rates for Ethernet 1 Gbps, Transport
Original Page 101	Adds FlexVoice Service current rates

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Any questions you may have regarding this filing should be directed to my attention at 407-740-3002 or via email to cwrightman@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Connie Wightman

Connie Wightman
Consultant

cc: Tammy Chatfield - tw telecom
cc Mr. C. Dukes Scott, Executive Director
file: tw telecom - South Carolina - Local
tms: SC11302

Enclosures

CW/bc

Issue Date: July 30, 2013

Effective Date: August 4, 2013

LOCAL EXCHANGE SERVICES TARIFF

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Payment and Credit Regulations

2.7.1 Payment Arrangements

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

The Customer is responsible for usage charges, damages and loss resulting from the unauthorized or fraudulent use by the Customer, its agents, employees or third parties, of the services provided hereunder if such charges, damages or loss results from the failure, malfunction, inadequacy or failure to properly secure Customer-provided equipment.

Billing for Services begins on the date the Company notifies the Customer that Service has been installed and tested by the Company and is available for the Customer's use ("Service Date"). Charges for Services, including applicable federal, state, and local taxes, will be billed in advance, except for charges based on usage, which will be billed one month in arrears. Charges are due within thirty (30) days from the date of the bill, but in no event later than the commencement of the next billing period.

The Company reserves the right to deny a request for additional services or restoration of services unless and until the Customer's account is in current status.

Objections to billed charges must be reported to the Company within 120 days of receipt of billing. Any claim not filed within this time period shall be deemed waived. Claims must include all supporting documentation and may be submitted online at <http://Customers.twtelecom.com/disputes/> or by telephone at 1-800-565-8982. The Company shall make adjustments to the Customer's invoice to the extent that circumstances existing which reasonably indicate that such changes are appropriate. Any unresolved disputes may be forwarded to the ORS Consumer Services Division, at 1441 Main Street, Suite 300, Columbia, SC 29201.

When service does not begin on the first day of the month, or end on the last day of the month, the monthly charge, and any allotment of minutes included with applicable services, for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.26 Additional Rules Relating to Resale of Service

All local voice services provided by the Company are intended for retail end user purposes only. The Company does not support any Customer's resale of local services to another end user that has not contracted with the Company. Unless otherwise agreed upon in writing by the Company, Customers must abide by the following requirements when purchasing any local services:

- 2.26.1 Customer must use Company-owned telephone numbers or numbers that are officially ported to the Company in connection with the Services.
- 2.26.2 The Company does not support the inclusion of individual names and/or locations for each telephone number used in connection with the Services for Emergency 911 purposes. Customer must utilize PS/ALI* (Private Switch/Automatic Line Identifier) software to support each individual location for each ANI (Automatic Number Identification) transmitted by the Company to the applicable Emergency 911 PSAP (Public Safety Answering Position). The Company does not provide PS/ALI software.
- 2.26.3 The Company does not support CARE record information for each of Customer's end users and Customer must choose a single primary interexchange carrier for Customer and all of its end users. The Customer and all of its end users must utilize the same interexchange carrier.
- 2.26.4 The Company does not support the populating of the individual end user's caller name for Caller ID purposes. Only one Caller Name will be supported for each Billing Telephone Number provided to the Customer for the services purchased.
- 2.26.5 The Company does not support individual directory listings for each of the Customer's end users. Customers may only purchase directory listings that are representative of their own business name.

*PS/ALI software cannot be used with Converged Voice Services and FlexVoiceSM Services.

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.3 Busy Verification, Interrupt and Customer Originated Trace Services*

4.3.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

Customer Originated Trace allows a Customer to originate a trace to track harassing callers that they otherwise cannot identify via Caller ID. The feature “marks” the calling records in the Company’s switch so that if and when they are requested by law enforcement the Company can easily identify the call within the call records. The Company will not release caller identification records directly to the Customer. This information will only be released to law enforcement at their request.

4.3.2 Rate Application

A. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

4.3.3 Maximum Charges

Verification Charge, Each Request	\$0.60
Interrupt Charge, Each Request	\$0.68
Customer Originated Trace, Each Traced Call	\$4.00

*Not available to Converged Voice Service and FlexVoiceSM Service Customers.

(T)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.6 Blocking Service

4.6.1 General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following options are available to business Customers. One, all, or any combination may be selected.

- A. Call Blocking (900, 971, 974, 976 and 700 NPA) - allows the Customer to block all calls beginning with the NPA of 900, 971, 974, 976 and 700 (i.e. 900-XXX-XXXX) from being placed. Call Blocking is automatically enabled on all Converged Voice Service and FlexVoiceSM Service lines when provisioned using off-net facilities. (T)
(T)
- B. Toll Restriction (1+ and 0+ Blocking) - provides the Customer with a method of denying access to some or all of the toll network and operator services. Toll Restriction will not block the following types of calls: 911 (Emergency) and 1 + 800 (Toll Free) calls.

The following options are available with Toll Restriction. One, all, or any combination may be selected:

1. "0+" restricts access to 0+ calls though the operator (IntraLATA, InterLATA and International).
2. "1+" restricts access to 1+ calls through the operator (IntraLATA, InterLATA and International).
3. "IntraLATA 0+/1+" restricts access to IntraLATA 0+/1+ calls only.
4. "InterLATA 0+/1+" restricts access to InterLATA 0+/1+ calls only.
5. "01" restricts access to operator assisted international calls only.
6. "011" restricts access to international direct dialed calls only.
7. "411" restricts calls to 411 directory assistance.
8. "555" restricts calls to NXX-555-1212 directory assistance.

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.6 Blocking Service, (Cont'd.)

4.6.1 General, (Cont'd.)

- C. Bill Restriction - provides the Customer with a method of denying all third number billed and/or collect calls to a specific telephone number provided the transmitting operator checks the validation data base.

One or both the following blocking options are available:

1. Third number billed
2. Collect Call

For Converged Voice Services and FlexVoiceSM Service both blocking options are automatically set to deny. (T)

4.6.2 Regulations

- A. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- B. Blocking Service is available where equipment and facilities permit.
- C. Blocking Service can only be removed pursuant to a written request by the Customer of record, or by the Customer of record providing the correct password over the telephone, or by a request made in person by such Customer. The Customer of record can provide a personal password to use to be used in order to change blocking options via telephone.

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.14 Hunting, (Cont'd.)

4.14.3 Multi-Line Hunting

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There are three types of Multi-Line Hunting (MLHG) available: Regular, Circular, and Universal Call Distribution (UCD).

- A. Regular: Hunting starts with the dialed DN and ends with the last member of the hunt group.
- B. Circular: Hunting starts with the dialed DN and ends with the terminal prior to the called DN.
- C. Universal Call Distribution: When the main MLHG is called, the calls are distributed to the most idle member of the hunt group. If a terminal DN is dialed, circular hunting is used.

4.14.4 Maximum Rates and Charges

A. All LATAs

	Monthly Recurring	Nonrecurring
	<u>Charge</u>	<u>Charge</u>
Multi-Line Hunting - Circular	\$12.00	\$15.00
Multi-Line Hunting - Regular	\$12.00	\$15.00
Multi-Line Hunting-Universal Call Distribution	\$12.00	\$15.00

(D)

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.20 Business Line and Terminal Features, (Cont'd.)

4.20.2 Description of Features, (Cont'd.)

N. Selective Call Rejection

Selective Call Rejection enables a Customer to reject call attempts from Customer specified numbers by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the Customer from these numbers will be prevented from terminating to the Customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A Customer may also reject future calls from the directory number of the most recent call received by dialing a code after completing the call.

O. Speed Calling*

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

P. Three-way Calling

The Three-way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

*Not available to Converged Voice Service and FlexVoiceSM Service Customers.

(T)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.20 Business Line and Terminal Features, (Cont'd.)

4.20.3 Maximum Rates and Charges, (Cont'd.)

A. Maximum Recurring and Nonrecurring Charges, (Cont'd.)

3. Premium Feature Package – Available at \$15.00/line Monthly Recurring Charge to Customers purchasing lines or terminals. Customer may select any combination of the following features.

Feature

All Features included in the Select Feature Package above

Remote Access to Call Forwarding

Distinctive Ringing

Continuous Redial

Selective Call Forwarding

Selective Call Rejection

Priority Call

Last Call Return

4. Deluxe Feature Package – Available at no additional charge to Customers purchasing business lines as part of a Converged Voice Service or FlexVoiceSM Service as described in Section 5. All features will be available to the Customer. The Customer will have the option to activate or deactivate any of the features per business line. (T)

Feature

Three-way Calling

Call Forwarding (Busy)

Call Forwarding (Don't Answer)

Call Forwarding (Variable)

Call Waiting (not available when Hunting is selected)

Call Transfer (for Lines)

Calling Name & Number Delivery

Call Hold

Anonymous Call Rejection*

Last Call Return

*The Deluxe Feature Package Anonymous Call Rejection is grandfathered and only available to existing Customers at existing locations without modification as of December 1, 2012.

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.20 Business Line and Terminal Features, (Cont'd.)

4.20.3 Maximum Rates and Charges, (Cont'd.)

A. Maximum Recurring and Nonrecurring Charges, (Cont'd.)

5. Custom Feature Package

Available at \$15.00/line Monthly Recurring Charge to Customers purchasing business lines as part of a Converged Voice Service or FlexVoiceSM Service as described in Section 5. The Deluxe Feature Package described above is automatically included. In addition, the Customer may select any combination of the following features.

(T)
(T)Feature

Remote Access to Call Forwarding

Distinctive Ringing

Continuous Redial

Selective Call Forwarding

Selective Call Rejection

Priority Call

Anonymous Call Rejection

6. Remote Call Forwarding - All LATAs

<u>Feature</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
Remote Call Forwarding – Initial Path	\$24.00	\$20.00
Remote Call Forwarding – Addl Path	\$24.00	\$20.00

B. Connection Charges

Connection charges may apply when a Customer requests connection to one or more features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premise.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new feature(s) to prospective Customers within 90 days of the establishment of the new feature.

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.22 Automatic Intercept Service (AIS)

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4.22.1 General

Automatic Intercept Service (AIS) allows the caller to be referred, and where technically feasible, automatically connected to a Customer's new telephone number after receiving the intercept message. This service is available to Customers that moves within the Company's serving area.

4.22.2 Regulations

- A. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable tariffs.
- B. AIS is available where facilities are available and conditions permit.
- C. The maximum service period for AIS is three (3) months for residence and business Customers. The service may be extended for an additional period by notifying the Company at least five business days prior to expiration of the initial service period.
- D. With AIS, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the AIS Customer incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- E. Except with regard to the provision of AIS, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with the number is invalid.
- F. Charges will be credited for completion of calls to wrong number, incomplete connections, or calls with unsatisfactory transmission.
- G. Maximum Rates and Charges

	<u>Monthly Recurring Charge</u>
Initial 3 Month Service Period	\$25.00
Extended Service Period	ICB

(D)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.23 Digital Trunk and PRI Features, (Cont'd.)

4.23.4 E911 CPN Management*

This feature allows a Customer to send its calling number to the E911 dispatcher or PSAP during an emergency call.

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB

4.23.5 CARE CPN Management

Using this feature, the Company will transmit the Customer's billing telephone number to the Customer's long distance provider. Requests to transmit individual number or CPN information will be handled on an individual case basis.

<u>Maximum Rates and Charges</u>	Monthly <u>Recurring Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB

4.23.6 Additional Trunk Groups

(T)

This feature allows the Customer to separate a facility into two or more trunk groups.

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service as part of an integrated product		
Up to 3 trunk groups	\$50.00	\$50.00
More than 3 trunk groups, per trunk group	\$100.00	\$100.00
With PRI Service as part of an integrated product		
Up to 3 trunk groups	\$50.00	\$50.00
More than 3 trunk groups, per trunk group	\$100.00	\$100.00

*Included in standard configuration of Converged Voice Service and FlexVoiceSM Service.

(T)

(D)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.23 Digital Trunk and PRI Features, (Cont'd.)

4.23.7 Call by Call*

This feature allows the Customer to set inbound and outbound call thresholds on two-way PRIs so as to prevent call blockage in either direction

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	\$50.00	\$50.00

4.23.8 Two-B Channel Transfer (TBCT)*

This feature, applicable to two-way PRI service, allows the Customer to receive a call on one B channel and transfer it to an external number using a second B channel. Upon transfer, both B channels are released.

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB

4.23.9 Call Transfer on Trunks*

This feature is available with two-way trunk service. It allows the Customer to receive a call on one trunk and transfer it to an external number using a second trunk. Upon transfer, both trunks release. This service may not be used for more than 20% of the Customer's traffic.

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service, as part of an integrated service	ICB	ICB
With PRI Service	Not Available	Not Available

4.23.10 Blocking Service - See Section 4.6 for details.

*Not available to Converged Voice Service and FlexVoiceSM Service Customers.

(T)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.23 Digital Trunk and PRI Features, (Cont'd.)

4.23.11 Dialed Number Identification Service (DNIS)

ISDN PRI feature that delivers dialed number, including 8xx numbers, to Customer's PBX or other equipment.

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service Per Trunk	\$20.00	\$10.00

4.23.12 Additional Route Index

(T)

<u>Maximum Rates and Charges</u>	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$50.00	\$50.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$100.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$50.00	\$50.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$100.00

4.23.13 Redirecting Number on PRI

(T)

<u>Maximum Rates and Charges</u>	Monthly <u>Recurring Charge</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$50.00	\$50.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$50.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$50.00	\$50.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$50.00

(D)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.23 Digital Trunk and PRI Features, (Cont'd.)

4.23.14 Redirected Dialed Number Identification Service (RDNIS)

(T)

Allows the call record of a Customer who has redirected (i.e., forwarded) an incoming call to an alternate location to carry not only the originating calling number information, but also the calling number identification of the telephone number from which the call was forwarded.

Requires ISDN compatible equipment provided by the Customer.

<u>Maximum Rates and Charges</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With PRI Service, where technically feasible, per T1	\$100.00	\$50.00

(D)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 5 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

5.1 General, (Cont'd.)

5.1.1 The following Business Access Service Options are offered:

Basic Business Access Line Service
Flat Rate Business Line Service
PBX Trunks
Primary Rate ISDN Service (Grandfathered)
VersiPak® IPRI Service (Grandfathered)
IBL/VersiPak® Packages (Grandfathered)
Bonded Integrated Services (Grandfathered)
Business Terminals
LATAWide Calling Plan
VersiPak Flex® T and Power® T Services (Grandfathered)
Voice T-1 Service
Automatic Reroute Service
Foreign Exchange Services
Channel 12 Service (Grandfathered)
Complete Lines/Trunks Service
VersiPak® Lines and Trunks (Grandfathered)
tw telecom Channel 12 Service (Grandfathered)
Converged Voice Service
FlexVoiceSM Service

(N)

All Business Network Switched Service may be connected to Customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

Network services sold to qualified Integrated Business Line and VersiPak® Customers may be eligible for certain discounts as specified in the following paragraphs.

Service is intended for end user applications with local usage not to exceed 200,000 minutes per month. Terms and conditions, rates and charges for applications exceeding 200,000 minutes of local usage per month will be determined on an individual case basis. If the Customer's actual usage exceeds 200,000 minutes of local usage per month, the Company may, upon 30 days written notice, re-calculate and adjust the monthly recurring rates to be charged to the Customer. If the Customer does not accept the adjusted rates, it may, upon notice to the Company, terminate the Service. Termination liability charges may apply as specified elsewhere in this tariff.

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 5 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

5.11 Automatic Reroute Service

(T)

Automatic Reroute Service automatically reroutes incoming calls associated with a specific trunk group to a predetermined alternate telephone number when the primary location experiences an out-of-service condition such as a result of a power outage or a wire cut that isolates the primary location from the Company. Automatic Reroute Service is available for trunk products.

The Customer may establish call paths in multiples of six (6). The number of call paths determines how many simultaneous calls will be rerouted. The number of call paths selected may not exceed the number of trunks and/or channels associated with the trunk group and should be sized correctly based on the trunks and/or channels of the terminating location. Features may not work in conjunction with this service, such as Calling Name and Number Delivery.

The Company is responsible for all measured or message usage or toll charges incurred in the rerouting of calls.

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Automatic Reroute Service, including but not limited to the installation, provision, performance or non-performance of Automatic Reroute Service, shall not exceed an amount equal to the proportionate charge for Automatic Reroute Service for the period during which the service was affected.

(D)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 5 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

5.11 Automatic Reroute Service, (Cont'd.)

(T)

5.11.1 Maximum Rates and Charges

	Per Trunk Group	
	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
6 Call Paths	\$10.00	\$100.00
12 Call Paths	\$20.00	\$100.00
18 Call Paths	\$30.00	\$100.00
24 Call Paths	\$40.00	\$100.00

(D)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 5 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

5.17 FlexVoiceSM Service

(N)

5.17.1 General

FlexVoice Service offers a selection of simultaneous call paths configured as digital channels (trunk or PRI) and/or analog business lines across a single access connection (see restrictions in paragraph B below). FlexVoice Service offers the Customer digital connectivity and/or business lines for both incoming and outgoing access. Service is provisioned using T1s or Ethernet and is offered in DS0 level increments (call paths). A Company-provided Integrated Access Device (IAD) is installed at the Customer's premises. The IAD converts IP voice from the Wide Area Network (WAN) into TDM voice (PRI, Digital Trunks, or Business Lines). The Customer is solely responsible for the acquisition, repair and maintenance of any back-up power system that the Customer deems necessary to support its telecommunications systems. In the event of a power failure, the absence or failure of a battery back-up system will result in the loss of use of the FlexVoice Service, including 911 service. The Company has no liability or responsibility for such loss of service.

5.17.2 Call Path Restrictions

Digital channels and PRI channels cannot be provisioned on the same device. Each IAD can support the following maximums:

- 24 Analog Business Lines
- 48 Digital Trunk Channels
- 46 PRI Channels
- 50 Total call paths when provisioning a combination of analog lines and digital channels

5.17.3 Long Distance Calling Allowance

The Customer receives a long distance allowance, which may be used for direct dialed and/or toll free services, based on the call paths purchased.

Call Paths	Monthly Long Distance Allowance Minutes of Use
1-30	6,500
31-50	13,000

Additional Toll Services are provided pursuant to the Company's published tariffs and rate schedules. The Customer who does not select the Company as their long distance provider is not eligible to receive the monthly allowance of long distance minutes of usage.

(N)

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LOCAL EXCHANGE SERVICES TARIFF

SECTION 5 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

5.17 FlexVoiceSM Service, (Cont'd.)

(N)

5.17.4 Line Features

- A. For the Customer who selects line based channels, the Deluxe Feature Package defined in Section 4.20 is available at no additional charge. The Customer is also eligible to purchase the Custom Feature Package as defined in Section 4.20.
- B. The Customer is eligible for one Basic Voice Mailbox per FlexVoice line at no additional charge.

5.17.5 Telephone Numbers

The Customer receives the first 100 telephone numbers (Individual Telephone Number (ITN) and Virtual Telephone Number (VTN)) per service location at no charge. Additional ITNs are charged as described in Section 5.4. Additional VTNs are charged as described in Section 5.5.

5.17.6 Maximum Rates and Charges

A. Application of Rates

FlexVoice Service is a flat rated service. A Monthly Recurring Charge applies for the service and calls made within the local calling area are included at no additional charge. To the extent facilities are available, services offered under this tariff are provided by the Company on an On-Net basis. Unless otherwise noted, prices for services offered under this tariff reflect the On-Net price for such services. Where service is provided on an Off-Net basis, additional charges may apply.

B. Maximum Rates

All rates are applied per FlexVoice Service arrangement at each service location:

All Call Paths, All Flex Minutes, All Term Plans

	<u>Maximum</u>
Nonrecurring Charge	\$2,000.00
Monthly Recurring Charge	\$4,000.00

(N)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

11. Busy Verification, Interrupt and Customer Originated Trace Services* (Section 4.3)

Verification Charge, Each Request	\$0.40
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Interrupt Charge, Each Request	\$0.45
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Customer Originated Trace, Each Traced Call	\$2.00
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12. Directory Assistance Service (Section 4.4)

Directory Assistance Per Request	\$0.80
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National Directory Assistance, Per Request	\$1.25
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Call Completion, Per Request	\$0.45
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13. Local Operator Services (Section 4.5)

Operator Dialed Calling Card	\$0.80
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Customer Dialed Calling Card	\$0.35
------------------------------	--------

Person-to-Person	\$1.85
------------------	--------

3 rd Number Billed	\$0.80
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Collect	\$0.80
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All Other Operator Assistance	\$0.80
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* Not available to Converged Voice Service and FlexVoiceSM Service Customers.

(T)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

20. Hunting (Section 4.14)

A. Series Completion Hunting - All LATAs

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Series Completion Hunting - Circular	\$0.00	\$0.00
Series Completion Hunting - Regular	\$0.00	\$0.00

B. Multi-Line Hunting - All LATAs

(T)

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Multi-Line Hunting - Circular	\$0.00 (R)	\$0.00 (R)
Multi-Line Hunting - Regular	\$0.00 (R)	\$0.00 (R)
Multi-Line Hunting-Universal Call Distribution	\$0.00 (R)	\$0.00 (R)

21. [Reserved For Future Use]

22. Emergency Reroute Service (Section 4.16)

Nonrecurring Charge, Per Reroute Occurrence	\$250.00
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(D)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

32. Voice T-1 Service (Section 5.10)

- A. This section of rates and charges is grandfathered and is only available to existing Customers at existing locations without modification as of May 22, 2012.

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charges	ICB	\$510.00	\$468.00	\$425.00	\$404.00
Nonrecurring Charge	ICB	\$500.00	\$500.00	\$500.00	\$500.00

B. Current Rates and Charges

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charges	ICB	\$475.00	\$425.00	\$375.00	\$300.00
Nonrecurring Charge	ICB	\$500.00	\$500.00	\$500.00	\$500.00

33. Automatic Reroute Service (Section 5.11)

(T)

	Per Trunk Group	
<u>Automatic Reroute</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
6 Call Paths	\$10.00	\$100.00
12 Call Paths	\$20.00	\$100.00
18 Call Paths	\$30.00	\$100.00
24 Call Paths	\$40.00	\$100.00

(D)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

37. Business Line and Terminal Features (Section 4.20), (Cont'd.)

A. Recurring and Nonrecurring Charges, (Cont'd.)

4. Deluxe Feature Package – Available at no additional charge to Customers purchasing business lines as part of a Converged Voice Service or FlexVoiceSM Service as described in Section 5. All features will be available to the Customer. The Customer will have the option to activate or deactivate any of the features per business line. (T)

Feature

Three-way Calling
Call Forwarding (Busy)
Call Forwarding (Don't Answer)
Call Forwarding (Variable)
Call Waiting (not available when Hunting is selected)
Call Transfer (for Lines)
Calling Name & Number Delivery
Call Hold
Anonymous Call Rejection*
Last Call Return

5. Custom Feature Package - Available at \$7.50/line Monthly Recurring Charge to Customers purchasing business lines as part of a Converged Voice Service or FlexVoiceSM Service as described in Section 5. The Deluxe Feature Package described above is automatically included. In addition, the Customer may select any combination of the following features. (T)

Feature

Remote Access to Call Forwarding
Distinctive Ringing
Continuous Redial
Selective Call Forwarding
Selective Call Rejection
Priority Call
Anonymous Call Rejection

*The Deluxe Feature Package Anonymous Call Rejection is grandfathered and is only available to existing Customers at existing locations without modification as of December 1, 2012.

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

39. Voice Mail Service (Section 4.21)

Recurring and Nonrecurring Charges

A. All LATA's where available

Service is offered on a Month to Month basis.

Per Individual Mailbox (up to 100 Mail Addresses):

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Basic Mailbox	\$6.95	\$22.00
Enhanced Mailbox	\$8.95	\$22.00
Deluxe Mailbox	\$10.95	\$22.00

40. Automatic Intercept Service (AIS) (Section 4.22)

(T)

	<u>Monthly Recurring Charge</u>
Initial 3 Month Service Period	\$0.00
Extended Service Period	ICB

(D)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

41. Digital Trunk and PRI Features (Section 4.23)

A. Calling Number Delivery

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service as part of an integrated product	Not Available	Not Available
With PRI Service as part of an integrated product	\$0.00	\$0.00

B. Calling Name and Number Delivery

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service as part of an integrated product	Not Available	Not Available
With PRI Service as part of an integrated product	\$50.00	\$0.00
With PRI Service as part of Converged Voice Services	\$50.00	\$0.00

C. Calling Name and Number Transmission

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service as part of an integrated product	\$0.00	\$0.00
With PRI Service as part of an integrated product	\$0.00	\$0.00

D. E911 CPN Management*

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB

*Included in standard configuration of Converged Voice Service and FlexVoiceSM Service.

(T)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

41. Digital Trunk and PRI Features (Section 4.23), (Cont'd.)

E. CARE CPN Management

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB

F. Additional Trunk Groups

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00
With PRI Service as part of an integrated product		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00

G. Call by Call*

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	\$0.00	\$0.00

H. Two-B Channel Transfer*

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB

I. Call Transfer on Trunks*

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated service	ICB	ICB
With PRI Service	Not Available	Not Available

*Not available to Converged Voice Service and FlexVoiceSM Service Customers.

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

41. Digital Trunk and PRI Features (Section 4.23), (Cont'd.)

J. Blocking Service - See Section 5.7 for details.

K. DNIS (Dialed Number Identification Service)

Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service Not Available	Not Available
With PRI Service Per Trunk \$5.00	\$0.00

L. Additional Route Index

Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>	(T)
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00

(D)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

41. Digital Trunk and PRI Features (Section 4.23), (Cont'd.)

M. Redirecting Number on PRI

(T)

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00

N. Redirected Dialed Number Identification Service (RDNIS)

(T)

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With PRI Service, where technically feasible, per T1	\$50.00	\$0.00

(D)

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

42. Converged Voice Service (Section 5.16), (Cont'd.)

F. Converged Voice + VPN, (Cont'd.)

All rates are applied per service location:

3. Transport

Bandwidth (Mbps)	Nonrecurring Charge	Monthly Recurring Charge			
		12 Months	24 Months	36 Months	60 Months
T1	\$0	\$85	\$77	\$72	\$68
DS3	\$0	\$325	\$293	\$276	\$260
OC3	\$0	\$915	\$824	\$778	\$732
OC12	\$0	\$1,755	\$1,580	\$1,492	\$1,404
OC48	\$0	\$6,000	\$5,400	\$5,100	\$4,800
Ethernet 10 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 100 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 1 Gbps	\$0	\$700*	\$630*	\$595*	\$560*
Ethernet 1 Gbps	\$0	\$500	\$450	\$425	\$400

(T)

(N)

(N)

*These rates are grandfathered and are only available to existing Customers of record as of August 4, 2013.

(T)

(T)

Issue Date: July 30, 2013

Effective Date: August 4, 2013

LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

42. Converged Voice Service (Section 5.16), (Cont'd.)

G. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

All rates are applied per service location:

4. Transport

Bandwidth (Mbps)	Nonrecurring Charge	Monthly Recurring Charge			
		12 Months	24 Months	36 Months	60 Months
T1	\$0	\$85	\$77	\$72	\$68
DS3	\$0	\$325	\$293	\$276	\$260
OC3	\$0	\$915	\$824	\$778	\$732
OC12	\$0	\$1,755	\$1,580	\$1,492	\$1,404
OC48	\$0	\$6,000	\$5,400	\$5,100	\$4,800
Ethernet 10 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 100 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 1 Gbps	\$0	\$700*	\$630*	\$595*	\$560*
Ethernet 1 Gbps	\$0	\$500	\$450	\$425	\$400

(T)

(N)

(N)

*These rates are grandfathered and are only available to existing Customers of record as of August 4, 2013.

(T)

(T)

Issue Date: July 30, 2013

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LOCAL EXCHANGE SERVICES TARIFF

CURRENT RATES, (CONT'D.)

43. FlexVoiceSM Service

All rates are applied per FlexVoice Service arrangement at each service location:

Call Paths	Flex Call Minutes	Nonrecurring Charges	Monthly Recurring Charge			
			12 Months	24 Months	36 Months	60 Months
1 - 10	6500	\$500.00	\$400.00	\$360.00	\$320.00	\$280.00
11 - 15	6500	\$500.00	\$425.00	\$382.00	\$340.00	\$297.00
16 - 20	6500	\$500.00	\$450.00	\$405.00	\$360.00	\$315.00
21 - 25	6500	\$500.00	\$475.00	\$427.00	\$380.00	\$332.00
26 - 30	6500	\$500.00	\$570.00	\$513.00	\$456.00	\$399.00
31 - 35	13000	\$500.00	\$665.00	\$598.00	\$532.00	\$465.00
36 - 40	13000	\$500.00	\$760.00	\$684.00	\$608.00	\$532.00
41 - 45	13000	\$500.00	\$855.00	\$769.00	\$684.00	\$598.00
46 - 50	13000	\$500.00	\$950.00	\$855.00	\$760.00	\$665.00

(N)

(N)